

Amendments to the Claims

1. (Currently Amended) A method for providing an identification of a calling party to a called party for calls being handled at a call center, said method comprising the steps of:

receiving a first call set-up message in a switching system to set-up an incoming call to a terminal in said call center, wherein said incoming call is a voice call from a telephone set to a TDD/TYY device or a TDD/TYY call from a TDD/TYY device to a telephone set;

transmitting an available terminal request to a call controller, wherein said available terminal request includes an indication whether said incoming call is a voice call to a TDD/TYY device or a TDD/TYY call from a TDD/TYY device;

receiving an available terminal response that includes an identification of said terminal to handle said incoming call;

extending said incoming call from said switching system to said terminal;

receiving a set-up request in said switching system from said terminal to set-up an outgoing call to said called party;

generating a second call set-up message including said identification of said calling party; and

transmitting said second call set-up message to said called party.

2. (Previously Presented) The method of claim 1 further comprising the steps of:

transmitting a first identification request from said switching system for said identification of said calling party; and

receiving a first identification response to said first identification request including said identification of said calling party in said switching system.

3. (Previously Presented) The method of claim 2 further comprising the step of:

receiving said first identification request for said identification of said calling party in said terminal; and

transmitting said first identification response including said identification of said calling party to said switching system in response to receiving said first identification request.

4. (Previously Presented) The method of claim 2 further comprising the steps of:
receiving said first identification request for said identification of said calling party in a call controller; and
transmitting said first identification response including said identification of said calling party from said call controller to said switching system in response to receiving said first identification request.
5. (Previously Presented) The method of claim 4 further comprising the step of:
transmitting a second identification request for said identification of said calling party from said call controller to said terminal responsive to receiving said first identification request from said switching system.
6. (Previously Presented) The method of claim 5 further comprising the step of:
receiving a second identification response including said identification of said calling party in said call controller from said terminal.
7. (Previously Presented) The method of claim 5 further comprising the steps of:
receiving said second identification request from said call controller in said terminal;
generating a second identification response; and
transmitting said second identification response to said call controller.
8. (Cancelled)
9. (Original) The method of claim 1 further comprising the step of:
receiving said incoming call in said terminal.
10. (Previously Presented) The method of claim 9 further comprising the steps of:
receiving an identification of said called party of said outgoing call in said terminal; and
transmitting said second call set-up message to said switching system responsive to receiving said identification of said called party.

11. (Currently Amended) A call center that provides a called party with an identification of a calling party for telephone communications that are relayed through said call center comprising:

a switching system;

a plurality of terminals terminal connected to said switching system;

a call controller connected to said switching system;

a processing unit in said switching system; and

first instructions for directing said processing unit in said switching system to:

receive a first call set-up message requesting an incoming call be extended to a terminal of the plurality of terminals in said call center, wherein said incoming call is a voice call from a telephone set to a TDD/TYY device or a TDD/TYY call from a TDD/TYY device to a telephone set,

transmit an available terminal request to said call controller, wherein said available terminal request includes an indication whether said incoming call is a voice call to a TDD/TYY device or a TDD/TYY call from a TDD/TYY device,

receive an available terminal response that includes an identification of said terminal to handle said incoming call,

extend said incoming call to said terminal,

receive a set-up request from said terminal to set-up an outgoing call to said called party,

generate a second call set-up message including said identification of said calling party, and

transmit said second call set-up message to said called party; and

a media readable by said processing unit in said switching system that stores said first instructions.

12. (Previously Presented) The call center of claim 11 wherein said first instructions for directing said processing unit in said switching system comprise:

first instructions for directing said processing unit in said switching system to:

transmit a first identification request for said identification of said calling party;
and

receive a first identification response to said first identification request including said identification of said calling party.

13. (Previously Presented) The call center of claim 12 further comprising:

a processing unit in said terminal;

second instructions for directing said processing unit in said terminal to:

receive said first identification request for said identification of said calling party;

transmit said first identification response including said identification of said calling party to said switching system in response to receiving said first identification request;
and

a storage media that is readable by said processing unit in said terminal for storing said second instructions.

14. (Currently Amended) The call center of claim 12 further comprising:

~~a call controller connected to said switching system and said terminal;~~

a processing unit in said call controller;

third instructions for directing said processing unit in said call controller to:

receive said first identification request for said identification of said calling party;
and

transmit said first identification response including said identification of said calling party to said switching system in response to receiving said first identification request;
and

a storage media readable by said processing unit in said call controller for storing said third instructions.

15. (Previously Presented) The call center of claim 14 wherein said third instructions for directing said processing unit in said call controller further comprise:

third instructions for directing said processing unit in said call controller to:

transmit a second identification request for said identification of said calling party to said terminal responsive to receiving said first identification request from said switching system.

16. (Previously Presented) The call center of claim 15 wherein said third instructions for directing said call controller further comprise:

third instructions for directing said processing unit in said call controller to:

receive a second identification response including said identification of said calling party from said terminal.

17. (Currently Amended) The call center of claim 15 further comprising:

a processing unit in said terminal;

second instructions for directing said processing unit in said terminal to:

receive said second identification request from said call controller;

generate a second identification response; and

transmit said second identification response to said call controller; and

a storage media that is readable by said processing unit in said for storing said second instructions.

18. (Cancelled).

19. (Previously Presented) The call center of claim 11 further comprising:
a processing unit in said terminal;
second instructions for directing said processing unit in said terminal to:
receive said incoming call; and
a storage media that is readable by said processing unit in said terminal for storing said second instructions.

20. (Previously Presented) The call center of claim 19 wherein said second instructions for directing said processing unit in said terminal further comprise:
second instructions for directing said processing unit in said terminal to:
receive an identification of said called party of said outgoing call; and
transmit said second call set-up message to said switching system responsive to receiving said identification of said called party.

21. (Currently Amended) A switching system in a call center providing relay services between a calling party and a called party that provides an identification of said calling party in call set-up messages transmitted to said called party responsive to said calling party calling said called party through said call center, said switching system comprising:

a processing unit;

instructions for directing said processing unit to:

receive a first call set-up message requesting an incoming call be extended to a terminal in said call center, wherein said incoming call is a voice call from a telephone set to a TDD/TYY device or a TDD/TYY call from a TDD/TYY device to a telephone set,

transmit an available terminal request to said call controller, wherein said available terminal request includes an indication whether said incoming call is a voice call to a TDD/TYY device or a TDD/TYY call from a TDD/TYY device,

receive an available terminal response that includes an identification of said terminal to handle said incoming call,

extend said incoming call to said terminal,

receive a set-up request from said terminal to set-up an outgoing call to said called party,

generate a second call set-up message including said identification of said calling party, and

transmit said second call set-up message to said called party; and a media readable by said processing unit in said switching system that stores said instructions.

22. (Previously Presented) The switching system of claim 21 wherein said instructions for directing said processing unit in said switching system comprise:

instructions for directing said processing unit in said switching system to:

transmit a first identification request for said identification of said calling party; and

receive a first identification response to said first identification request including said identification of said calling party.

23. (Previously Presented) The switching system of claim 22 wherein said first identification request is transmitted to said terminal.
24. (Previously Presented) The switching system of claim 22 wherein said first identification request is transmitted to a call controller.
25. (Cancelled)

26. (Currently Amended) A method of operating a switching system for providing relay services between a calling party and a called party that provides an identification of said calling party in call set-up messages transmitted to said called party responsive to said calling party calling said called party through a call center, said method comprising the steps of:

receiving a first call set-up message to set-up an incoming call to a terminal in said call center, wherein said incoming call is a voice call from a telephone set to a TDD/TYY device or a TDD/TYY call from a TDD/TYY device to a telephone set;

transmitting an available terminal request to a call controller, wherein said available terminal request includes an indication whether said incoming call is a voice call to a TDD/TYY device or a TDD/TYY call from a TDD/TYY device;

receiving an available terminal response that includes an identification of said terminal to handle said incoming call;

extending said incoming call to said terminal;

receiving a set-up request from said terminal to set-up an outgoing call to said called party;

generating a second call set-up message including said identification of said calling party; and

transmitting said second call set-up message to said called party.

27. (Previously Presented) The method of claim 26 further comprising the steps of:

transmitting a first identification request for said identification of said calling party; and

receiving a first identification response to said first identification request including said identification of said calling party.

28. (Previously Presented) The method of claim 27 wherein said first identification request is transmitted to said terminal.

29. (Previously Presented) The method of claim 27 wherein said first identification request is transmitted to a call controller.

30-42. (Cancelled)